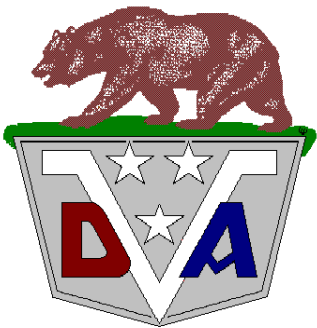


EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

STAFF SERVICES MANAGER I



**DEPARTMENTAL PROMOTIONAL:** Applicants must have a permanent civil service appointment with the Department of Veterans Affairs as of the final filing date.

**FINAL FILING DATE:** May 2, 2007

**HOW TO APPLY:** Applications (Form 678) must be postmarked no later than the final filing date. Applications personally delivered, received via interoffice mail or fax must be received before the close of business 5:00 p.m. on the final filing date or will not be accepted for any reason.

**SUBMIT APPLICATIONS TO:** CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS  
Human Resources Division  
1227 "O" Street, Room 402  
Sacramento, CA 95814  
Attn: Jason Drenik

**Submit applications only to address indicated above. Do not submit to the State Personnel Board.**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Applications for Examination." You will be contacted to make specific arrangements.

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of a signed identification to the examination.

**EXAMINATION DATE:** No written test is required. It is anticipated that interviews will be conducted in Sacramento, Los Angeles, and San Diego in April/May 2007. If conditions warrant, the interview locations could change.

**SALARY RANGE:** \$4,912.00 - \$5,926.00

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION:

**NOTE:** All competitors must meet the education and/or experience requirements when submitting their application unless there is an early entry feature, it is your responsibility to make sure that you meet the education and/or experience requirements stated below. Your signature on your application indicates that you have read, understood, and possess the basic qualifications.

**NOTE:** All applications/resumes must include: "to" and "from" date (month/day/year); time base; and class title.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the requirement time Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

MINIMUM QUALIFICATIONS:

Either I

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

(Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

Or II

**Experience:** Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journey person technical capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) AND

**Education:** Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

**THE POSITION:** The Staff Services Manager I level is typically the first working supervisor level. Employees at this level supervise a small group of analysts performing journey person level work and personally perform the most difficult or sensitive work. In the smaller departments or where the particular Staff Services function is not fully developed, a Staff Services Manager I may direct a function such as management analysis, budgeting, or personnel. In a medium to large department, or in a central agency function, positions at this level may supervise a portion of a function when it is so large as to require subordinate supervisors in terms of number of technical staff.

**SPECIAL PERSONAL REQUIREMENTS:** Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

**EXAMINATION INFORMATION:** This examination will consist of a qualifications appraisal interview only. In order to obtain a position on the eligible list, a minimum rating of a 70% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

**QUALIFICATIONS APPRAISAL - WEIGHTED 100%**

**SCOPE:** In addition to evaluating the competitors’ relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, related to job demands, each competitor’s:

**A. Knowledge of:**

1. Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas to provide appropriate leadership and management in the unit
2. Principles and practices of employee supervision, development, and training to plan, oversee, and direct the work activities of employees
3. Program management to effectively run the day-to-day operation of a program and plan for future operations
4. The administration and department’s goals and policies to ensure that progress and completion of work assignments and tasks conform to the overall objectives of the unit/division
5. Governmental functions and organization at the State and local level
6. A manager’s role in the Equal Employment Opportunity program and the processes available to meet Equal Employment Opportunity objectives and ensure compliance
7. The contracting process to enter into contracts for products or services from outside vendors or other State agencies
8. Data analysis methods and techniques to draw appropriate conclusions and make decisions when completing work assignments and projects

**B. Ability to:**

1. Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems in accordance with departmental goals and objectives
2. Develop and evaluate alternatives to solve complex problems/issues/concerns
3. Analyze data and present ideas and information effectively both orally and in writing in order to determine and implement effective and appropriate course of action
4. Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas to provide information and/or recommendations on issues impacting the department
5. Gain and maintain the confidence and cooperation of those contacted during the course of work to meet departmental goals and objectives
6. Review and edit written reports and utilize interdisciplinary teams effectively in the conduct of studies to produce quality products and accomplish the department’s mission and goals
7. Manage a complex Staff Services program to meet operational goals of the unit/division
8. Establish and maintain project priorities in order to complete projects and assignments on time and within budget
9. Develop and effectively utilize all available resources in order to present ideas and information effectively and meet operational needs
10. Effectively contribute to the Department’s Equal Employment Opportunity program objectives in order to create and maintain a fair and equitable work environment
11. Operate a personal computer in order to perform daily managerial duties (e.g., reports, tracking systems, presentation/training materials, etc.)
12. Provide and maintain open communication and leadership to subordinate staff

**ELIGIBLE LIST INFORMATION:** The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**Veterans Preference Credit** is not granted in promotional examinations.

**GENERAL INFORMATION**

**It is the candidate's responsibility** to contact the California Department of Veterans Affairs three days prior to the written test if he/she has not received his/her notice. **For an examination** without a written feature it is the candidate's responsibility to contact the California Department of Veterans Affairs, Human Resources Division, (916) 653-2535 three weeks after the final filing date if he/she has not received a progress notice.

If a **candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at State Personnel Board offices, local offices of Employment Development Department and the Department noted on the front. **If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Examination Location:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the information counter of State Personnel Board Offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate’s ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate’s personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans Preference:** Due to changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans’ credits. California law limits the granting of veterans preference credit to entrance examinations. When credit is granted it is as follows: 10 points for veterans and windows of veterans: 15 points for disabled veterans. Directions for applying for veteran’s preference are on the Veterans Preference Application form, which is available from the State Personnel Board office, on the Internet, and through the Department of Veterans Affairs at P.O. Box 942895, Sacramento, CA 94295-0001.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school on a year-for-year basis.

**Department of Veterans Affairs  
1227 “O” Street, Room 402  
Sacramento, California 95814**

**\*NOTICE OF CHANGE\***

**MARCH 28, 2007**

**EXAM TITLE: STAFF SERVICES MANAGER I  
EXAM CODE: 7VA06**

THE ABOVE EXAMINATION TYPE HAS BEEN AMENDED AS FOLLOWS:

FINAL FILING DATE: MAY 2, 2007